



MontcoWorks Grievance Procedures

Jane Stein, Local WIOA Equal Opportunity (EO) Officer, MontcoWorks, PA, 610-278-3530, JStein@montcopa.org

All sub-grantees shall be made fully aware of the Grievance Procedures by MontcoWorks representative(s). All participants in contracts, programs, and services through MontcoWorks under the Workforce Innovation and Opportunity Act (WIOA) shall be fully informed of the Grievance Procedures at the provider/employer site during orientation interviews. Any individual wishing to file a grievance can make an appointment to see the Local WIOA EO Officer. Both the provider/employer representative and the participant shall certify through the signatory process, that the participant was given adequate explanation to ensure full understanding of these procedures. The participant shall be given one fully-signed copy of this Grievance Procedures document acknowledging the receipt of said form which will be maintained by MontcoWorks staff and filed as part of the enrollment package.

The procedures for filing a grievance are as follows:

1. The aggrieved party, or grievant, must submit the complaint to the instructor/supervisor at the provider/employer site within 180 days of the date of the alleged act, violation, or practice. A copy of the complaint should be forwarded to the Local WIOA EO Officer. The instructor/supervisor shall attempt a resolution within two (2) working days. If a resolution does not result at the instructor/supervisory level, then the grievance must be submitted to the next level of authority. If no satisfactory resolution results, then the grievant may submit a written complaint to the Local WIOA EO Officer of MontcoWorks stating the charges and listing names, if applicable, and stating the resolution sought. The written complaint shall be submitted with a copy maintained by the grievant and the original retained in a confidential file by the Local WIOA EO Officer.
2. A request for documentation will be forwarded to the provider/employer site as the first step in the investigation to determine validity of charges and for substantiation of allegations by either the provider/employer site or the grievant. If deemed necessary, a complete investigation will be conducted and notification of the results will be given to the grievant within ten (10) working days of receipt of the complaint. If the matter has not been resolved to the satisfaction of the grievant, then a request for an informal conference must be made in writing to the Executive Director of MontcoWorks within ten (10) working days.
3. Presiding over the conference will be the Executive Director of MontcoWorks. The Executive Director will have access to the grievant's file prior to the conference and shall not have had any prior knowledge of the issue or issues to be resolved by the conference. The conference will be scheduled within ten (10) working days after an opportunity to review the file and grievance. The grievant and the provider/employer representative(s) will be notified of the date and time of the conference.
4. The grievant and provider/employer representative(s) shall be advised that representation by an attorney is optional, and that they have the privilege of bringing into the conference any person, witnesses, or aides to present their positions. Following the conference, the Executive Director shall provide a determination to the grievant and provider/employer representative(s) by certified mail within ten (10) working days of the conference date.
5. If the grievant has exhausted all means for filing a grievance with MontcoWorks and is still not satisfied with the decisions, he/she may submit a grievance in writing within ten (10) working days of the date of determination to the Pennsylvania Department of Labor and Industry, Office of Equal Opportunity, 651 Boas Street, Room 1402, Harrisburg, PA 17121-0750. (Phone 800-622-5422; TDD/TTY: 800-654-5984; FAX: 717-772-2321)

I certify that I have read and understand the Grievance Procedures as stated herein and that I have received a copy of the same.

I certify that the herein named applicant was given an explanation and a copy of the Grievance Procedures.

Participant Signature and Date

Staff Representative Signature and Date

Parent/Guardian Signature (if youth under 18) and Date

Updated 4/26/2021

MontcoWorks is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.